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CONTACT-CONCERN

of Northeast Tennessee, Inc.

December 20, 2001

K. Davis Waddell, Executive Secretary
TN Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243

128767

02-00127

Subject: Petition to Designate 211 service for non-profit health and human services information and referral line (I&R) for the Counties of Sullivan, Johnson and Hawkins, TN. Contact-Concern will provide personnel and information technology support for 211 I&R.

Dear Mr. Waddell,

On behalf of Contact-Concern, I am requesting the telephone number 211 be designated for I&R service. Contact-Concern will be the designee to provide the personnel, database and information technology support for these counties 7/24 (seven days a week/twenty-four hours per day). Contact-Concern is requesting approval in early 2002 in order to complete planning.

BACKGROUND

On July 21, 2000, the **Federal Communications Commission** approved a petition filed by the **United Way of America** and **The Alliance of Information and Referral Systems** and national organizations requesting designation of 211 for I&R (health and human services information and referral).

I&R is the link between people in need of health and human services assistance and the appropriate providers of such services, including the entire range of government and community services. I&R services across the USA answer more than 50 million calls annually.

Locally, the **United Way of Kingsport** has designated **Contact-Concern** as the I&R agency for this area. To date, Contact-Concern answers more than 100 calls/month for I&R, predominately for central and western Sullivan County and eastern Hawkins County. Currently, Contact-Concern provides personnel for 15 hours per day/7 days with an answering machine in place for routine inquiries to be recorded 11 PM – 8 AM daily. We use an on-line database of information using the "Refer" software and have more than 220 agencies in the database. This database is constantly being increased. Included in the database are all local, regional and some national organizations, which do not have a local chapter (e.g., MS or MSN).

VOUCHER NO. 777200200
CC 853 **SRC.** 281.03
AMT. REC. 25.00
DEPOSIT DATE 12/28/01



A United Way Agency

P.O. Box 3336 • Kingsport, TN 37664 • Phone 423•246•2273 • Fax 423•247•7761

K. Davis Waddell
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SUPPORTING AGENCIES & ORGANIZATIONS

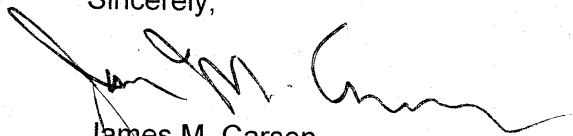
A letter of support is attached from the United Way of Kingsport. We are seeking similar supporting documentation from the United Way organizations of Bristol, TN, Hawkins County and Mountain City-Johnson County. We expect their Boards to meet in January and act upon the recommendations of their Executive Directors to support this petition.

PLANNING

We already have in place a planning team chaired by a volunteer with numerous years experience in information technology management. We have begun coordination with persons from the telephone service providers of the subject counties, e.g., Sprint, Bell South. When this petition is approved, the Contact-Concern planning team, under the direction of our Board of Directors, will proceed with development of a business and marketing plan for the subject counties. We will also evaluate the information technology needs within our call answering facilities. Improvements will be made to the local area network for handling an increase of 100% in I&R calls. Our database will be expanded for any additional service providers. We also expect to begin recruitment and training of volunteers to provide full 7/24 coverage.

Thank you for your consideration.

Sincerely,



James M. Carson
President

Enclosures: 1



United Way
of Greater Kingsport

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Kingsport, TN 37664
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October 30, 2001

EXECUTIVE DIRECTOR
Susie Brown

To whom it may concern:

Each year thousands of calls flood 911 that aren't true emergencies. People looking for help place these calls, but the kind of help that would be served best by a centralized information and referral service.

Contact Concern has been serving the Kingsport community for 25 years and been a United Way -funded agency since 1992. During this time they have maintained the files of health and human services agencies in order to provide service to the city. The Board of Directors of the United Way of Greater Kingsport has voted to support and endorse Contact Concern as the designated 211 Agency for Sullivan County.

The United Way of Greater Kingsport also pledges to support and work with Contact Concern as they develop the 211 system for our region.

Respectfully submitted

Susie W. Brown
Executive Director

CC: Rick Johnson
President
United Way of Greater Kingsport

